

DIVISION CIRCULAR # 24

DEPARTMENT OF HUMAN SERVICES DIVISION OF DEVELOPMENTAL DISABILITIES

EFFECTIVE DATE: June 15, 2000

DATE ISSUED: June 15, 2000
(Replaces Division Circular 24 "Volunteer Services" issued July 3, 1995)

I. TITLE: VOLUNTEER SERVICES

II. PURPOSE: To establish policies to guide Division components in the development of their volunteer service programs.

III. SCOPE: This circular applies to components of the Division. (Provider agencies may voluntarily choose to utilize these guidelines).

IV. POLICIES:

.... The Division encourages efforts to attract, develop and train volunteers to enrich programs/services.

.... A cooperative relationship shall exist between Division components and individuals/groups/organizations who are providing or might provide volunteer services.

.... Volunteers are to be valued for their diverse contributions to agency efforts and as friends, companions and advocates for individuals served.

.... The Division recognizes that agencies under contract may develop their own volunteer programs.

.... Volunteers shall be encouraged so long as they are intended to supplement and not supplant paid staff and there shall be no real or apparent conflict of interest.

.... The Division may accept the use of the time and/or skills of persons who are required to do community services in lieu of incarceration.

V. GENERAL STANDARDS

- A. Definitions - for the purpose of this circular, the following terms shall have the meaning defined herein:
1. Component - means Developmental Centers, Regions, Bureaus, Offices or Units of the Division which provide direct client services.
 2. Volunteer - means an unpaid person who supports and supplements programs and services. A person may volunteer individually, or as a member of an organized group.
- B. An intern who may receive a stipend or an employee of the Division who volunteers his/her time shall be covered by the provisions of this circular.
- C. Each component utilizing volunteers shall designate a staff member responsible to handle inquiries and to coordinate assignments.
- D. Each component utilizing volunteers shall develop written policies and procedures outlining the goals and methods of recruitment, training, supervision, recognition, and separation of volunteers.
- E. All volunteers shall serve at the discretion of the administrative head of the component.
- F. Volunteers for a Division component shall be indemnified for their actions to the same extent as Division employees.
- G. Volunteers who perform the same functions as staff shall receive the same training for those functions as the staff members who perform them.
- H. Components shall be responsible for orienting volunteers about the individuals served, the facility and its program(s).
- I. The Division shall be responsible for the reasonable medical expenses of an individual injured while serving as a volunteer.
- J. Volunteers shall be advised of the confidentiality requirements of the Division and shall have access to the client record, as needed, to perform their volunteer duties.
- K. Pertinent information shall be obtained from volunteers or volunteer groups.
1. For organizations, the component shall record:
 - a. the name, address, telephone number and contact person for the organization.
 - b. the specific activity involved.

2. Each individual who serves on an ongoing basis shall:
 - a. complete an application indicating pertinent personal data, health status, educational or other special qualifications, abilities or interests for volunteer services;
 - b. provide three references (No volunteer shall be assigned until the references have been verified); and
 - c. attend an orientation for reporting of abuse or neglect.
- L. Components are encouraged to recognize volunteers for their efforts.

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